

Proposal

“Elevating Customer Service in the Corporate World”

A 2-day workshop

Date:

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Prepared by

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Transformational experience that shifts how you think, act, and lead in a service-driven organization

Why You Should Attend This Workshop

In today's fast-moving corporate world, great products alone are not enough – what sets companies apart is how they treat their customers. Whether you're serving external clients or supporting internal teams, your ability to deliver exceptional, human-centered service is now a critical business advantage.

“Elevating Customer Service in the Corporate World” is not just another soft skills workshop. It is a transformational experience that shifts how you think, act, and lead in a service-driven organization.

You will learn to

- own every customer interaction
- build deep trust,
- turn problems into opportunities

The very skills that top-performing professionals and teams use to thrive



**2025
Program**

WORKSHOP SUMMARY

Own the Experience: Elevating Customer Service in the Corporate World is a highly interactive 2-day training program designed for front-line and middle managers in the technology sector who directly or indirectly serve customers. This workshop focuses on transforming the way participants view and deliver customer service. Through real-world case studies, storytelling, engaging discussions, and actionable tools, participants will develop the mindset, skills, and strategies to own customer interactions, build lasting trust, and measure service impact meaningfully.

By the end of this workshop, participants will:

- Embrace a customer ownership mindset that drives accountability and initiative.
- Apply proven interaction techniques to improve communication and manage difficult situations.
- Learn how to under-promise and over-deliver creatively and consistently.
- Strengthen customer loyalty by building trust-based relationships with both internal and external stakeholders.
- Gain practical insight into interpreting and acting on service metrics that matter.
- Walk away with personal commitments and actionable strategies to enhance customer service excellence immediately.



DAY 1



Building the Right Mindset & Customer Interaction Skills

08:30 – 09:00 Arrival & Icebreaker	<ul style="list-style-type: none">• Introductions with internal/external customer examples.• Best customer experience sharing
09:00 – 10:30 Session 1: Adopting the Ownership Service Mindset	<ul style="list-style-type: none">• Ownership Service Mindset Framework• Video Sharing & Group discussion
10:30 – 10:45 🍰 Break	
10:45 – 12:15 Session 2: Mastering the Customer Interaction Cycle	<ul style="list-style-type: none">• Customer Interaction Cycle• Table discussion: “How do YOU show ownership?”• Video Sharing & Storytelling
12:15 – 13:15 🍴 Lunch	
13:15 – 14:45 Session 3: Managing Expectation	<ul style="list-style-type: none">• Under Promise, Over Deliver approach• Communication guides• Role-play: Handling unrealistic customer requests professionally.
14:45 – 15:00 🍰 Break	
15:00 – 16:30 Session 4: Win-Win Customer Problem Solving	<ul style="list-style-type: none">• Customer Problem Solving Approach• Partner practice: Reframe a tough complaint into a win.
16:30 – 17:00 Wrap-Up & Reflection	<ul style="list-style-type: none">• Key takeaways• Reflection journal

DAY 2



Building Relationships & Measuring What Matters

08:30 – 09:00 | Recap & Energizer

- Day 1 recap
- Activity to learn “Trust”

09:00 – 10:30 | Session 1: Building Trust & Relationship Equity

- Tips to building lasting relationship and trust building

10:30 – 10:45 | 🍰 Break

10:45 – 12:15 | Session 2: Internal Collaboration & Internal Customers

- Impact of Collaboration
- Teamwork to meet customer request
- Customer Centric support system

12:15 – 13:15 | 🍴 Lunch

13:15 – 14:45 | Session 3: Measuring What Matters

- Getting the right Customer Metric
- Avoid pitfall in indicator driven action
- Identify success metrics for team

14:45 – 15:00 | 🍰 Break

15:00 – 16:30 | Session 4: From Learning to Action

- Case Study & Practical
- Personal Commitment

16:30 – 17:00 | Closing Ceremony

- Key takeaways
- Reflection journal